

## **CICP Staffing Changes**

Congratulations to Nancy Dolson who has accepted the position of Safety Net Financing Policy Unit Supervisor as of October 6, 2008. Nancy has been with the section since February and was previously the Safety Net Financing Specialist. Nancy will be handling the policy and contract side of the CICP and grant programs administered by the Safety Net Programs Section. Along with Nancy, Shirley Jones and Karen Talley comprise the Policy Unit.

**CICP Communicates** 

**Colorado Indigent Care Program** 

Cindy Arcuri has officially assumed the role as the Safety Net Financing Unit Supervisor, with oversight of rate setting, payments and reconciliations for the Safety Net Programs Section. In addition to Cindy, Daniel Nunez, Eugene Advincula, Ray Coffey and Matt Haynes comprise the Financing Unit.

Matt Haynes joined the section on October 6, 2008 as the Safety Net Financing Specialist. Matt is from North Carolina and has lived in Denver for five years. He has an economics and business degree and is completing his graduate work at the University of Denver. Matt works on various rates setting methodologies and financing strategies to maximize reimbursement to providers.

## Welcome to a New Hospital

Pikes Peak Regional Hospital is a new CICP provider as of December 1, 2008. Pikes Peak Regional Hospital is located at 16420 Hwy 24, Woodland Park, CO 80863. CICP Clients can call 719-687-9999 for assistance.

## **Annual Provider Meeting**

Save the date. The Annual Provider Meeting will be Friday, March 6, 2009. All providers are welcome to join the meeting in person or via conference call – details will be provided soon. Representatives should be those responsible for oversight or administering the program at their facility. The purpose of this meeting is to discuss potential policy changes in the program for the next fiscal year. Providers are encouraged to suggest policy or program changes at this meeting. This is not an eligibility or billing training session. If you have topics for the agenda, please contact Karen Talley with those topics by phone at 303-866-2580 or by email at: cicpcorrespondence@state.co.us.

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#### Department Web Site

Colorado.gov/hcpf

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#### **CICP Stakeholder Forum**

The fourth CICP Stakeholder Forum meeting was held on September 19, 2008 from 1:30 p.m. - 5:00 p.m. in downtown Denver. As always, a conference line was made available for those who could not attend the meeting in person and for CICP providers who wanted to listen in and provide feedback. An agenda and notes from the previous meeting are posted on the Department Web site at: Colorado.gov/hcpf.

Click Providers on the top menu then click Colorado Indigent Care Program on then left menu and then click Stakeholder Forum. Previous agendas and notes can be selected by clicking appropriate links in the center.

If you would like to attend a future meeting by teleconference or in person, please email cicpcorrespondence@state.co.us or call the provider line at 303-866-2580 for more information.

### Follow-up from CICP Stakeholder Forum

As a result of ongoing discussions with the CICP Stakeholder Forum, the Department is performing an analysis of the CICP copayment system.

As part of this study, the Department is requesting copayment collection rates and other information from selected providers from 2004 and 2007, so that we may identify and analyze the impacts of adjustments to the CICP's copayment schedule that went into effect November 2006. We are also exploring other related issues, such as annual copayment caps and copayments associated with diagnostic technologies like MRI and CAT scans.

Findings will be shared with CICP providers and stakeholders at our next Stakeholder Forum. Our goal is to ensure that the copayment structure encourages providers' participation, is administratively efficient and maintains accessibility to services for CICP clients.

#### FY 2008-09 CICP Provider Manual

The FY 2008-09 CICP Provider Manual has now been released and mailed. Providers can also view the manual online at the Department Web site at: <u>Colorado.gov/hcpf</u>.

Click Providers on the top menu then click Colorado Indigent Care Program on the left menu and then click Reference Materials. Sections of the manual can be selected by clicking the appropriate links in center.

## **Frequently Asked Questions:**

• Is an expired driver's license or identification card acceptable to demonstrate lawful presence?

Answer: Under the rules established by House Bill 06S-1023, which was made effective August 1, 2007, an expired driver's license or identification card is not acceptable in demonstrating lawful presence. Providers can find this information at: Section 6.09 of the FY 2008-09 CICP Manual, Eligibility.

When can a copayment cap be determined?

Answer: Section 9.01 of the FY 2008-09 CICP Manual, Eligibility states, "The cap is based on a calendar year. Clients are responsible for tracking their copayments and informing the

provider in writing (including documentation) when they meet their annual cap." The provider will issue the client a cap letter to present at registration, stating that the client has met their cap for that calendar year. Through discussions at the CICP Stakeholders Forum, the Department is considering modifying the current method of tracking copayment caps. We will keep you updated to any proposed changes. Please send your comments to Karen Talley at: cicpcorrespondence@state.co.us.

• If a patient met their copayment cap in September, but has bills from April and May that are outstanding, can those pending balances now be waived?

Answer: The copayments for bills that have already been incurred but not paid in full will not be waived; the copayments would, however, count towards the total copayment cap. The waived copayments would be those going forward until December 31<sup>st</sup>, which is the end of the calendar year. In January, the copayment cap starts over at zero, regardless of when the client's CICP eligibility expires.

• What happens if a married a couple has lived apart for over a year and has not legally separated or divorced and the absent spouse does not want to provide financial information?

Answer: Section 6.04(a) of the FY 2008-09 CICP Manual, Eligibility states, "If one spouse does not want to give the necessary financial information, rate the family based on the best information available for the household. However, the non-compliant spouse, according to Colorado law, should be aware that they are responsible for each other's medical charges."

• How long should providers keep documents (applications)?

Answer: Providers should keep documents (applications) for five years, as specified in the CICP Provider Contract and under Section 1.04 of the FY 2008-09 CICP Manual, Provider Audit.

• Has it changed that only the last four digits of the social security number appear on the CICP card?

Answer: Section 6.07 of the FY 2008-09 CICP Manual, Eligibility states, "A CICP provider may choose to write only the last four digits of the applicant's Social Security Number on the CICP card." The Department supports not listing the entire SSN on the CICP card and is examining eliminating the need for any portion of the SSN on the CICP card in the next CICP Manual.

#### **General Reminders**

- The CICP has a designated email address for all provider eligibility inquiries: cicpcorrespondence@state.co.us. The purpose of the email address is to allow the Department to monitor emails and ensure that they are responded to in a timely manner. In addition, it allows other staff members to respond to inquiries when the Eligibility Specialist is out.
- Please e-mail Karen Talley at: cicpcorrespondence@state.co.us, with any relevant staff, phone number or address changes.
- Providers can access the Department Web site at: <u>Colorado.gov/hcpf</u>.
   Click the CICP Provider icon. Click Providers on the top menu then click Colorado Indigent Care Program on the left menu and select from topics on left menu.

# **Safety Net Programs Staff**

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